

WebTRUSS USER MANUAL

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Scope

This document is a user guide for the online call logging system WebTRUSS.

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Amendment Record

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2	September 2002	IT/QCP/801	Document renumbered
3	October 2001	ITA/QCP/801-2	SolPrint version
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I Introduction

- (a) TRUSS (Technical Response and User Support System) is the workflow database used by i-teba to record, track and manage all requests for support and maintenance, as well as development work in progress.
- (b) WebTRUSS is the browser based interface which provides access to this database via the Internet.
- (c) WebTRUSS enables clients and staff working on site to:
- log a call directly into the TRUSS database
 - view the progress of that call online
 - view a summary of the work completed during a given period
 - review outstanding tasks.


2 General Navigation Features

2.1 Menu

- (a) All pages have a menu on the left hand side of the page, which provides access to all parts of the WebTRUSS system.
- (b) To select a menu choice, position the cursor over the menu text and click the mouse button (note that wherever 'mouse button' is referred to in this document we mean the left hand button when the mouse is configured normally).

2.2 Field and Screen Navigation

- (a) To enter information into a field, position the cursor in that field using your mouse and click the mouse button.

- (b) If a field has a down arrow button to the right of it () it denotes that the entry for the field may be selected from a dropdown list. This can be done in two ways:

- Click on the button with the mouse. This will display a list of the valid entries. Position the cursor over the one you require, which will then become highlighted. Click the mouse button again to choose the highlighted entry.

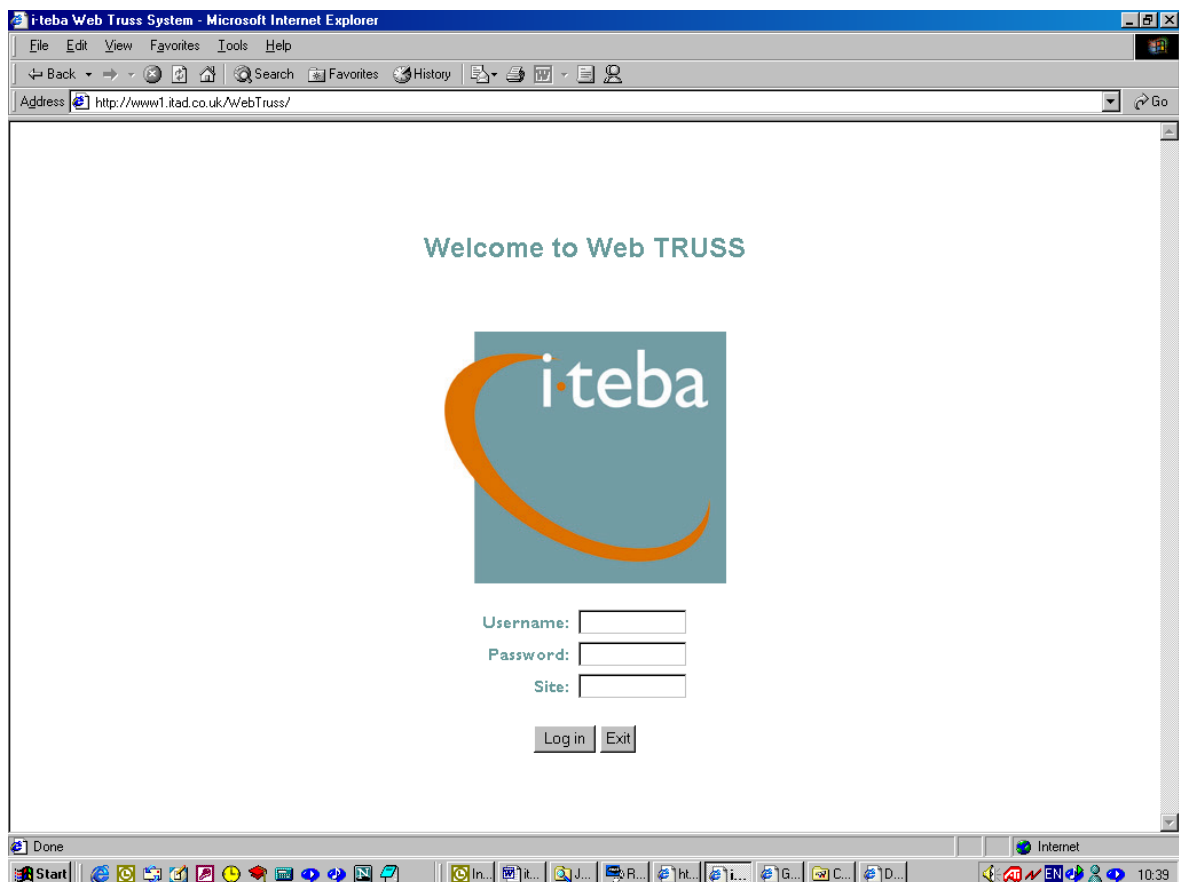
OR

- Type directly into the field. After you have typed the first character, the system will display the first entry in the list that starts with that character. If you then type the same character the system will display the second and subsequent entries in the list that start with that character. If you type a new character the system will display the first list entry that starts with the new character. Click the mouse button to choose the highlighted entry.

(c) Pressing the <Tab> key on your keyboard will move the cursor through all the fields that you can enter and the buttons you can press.

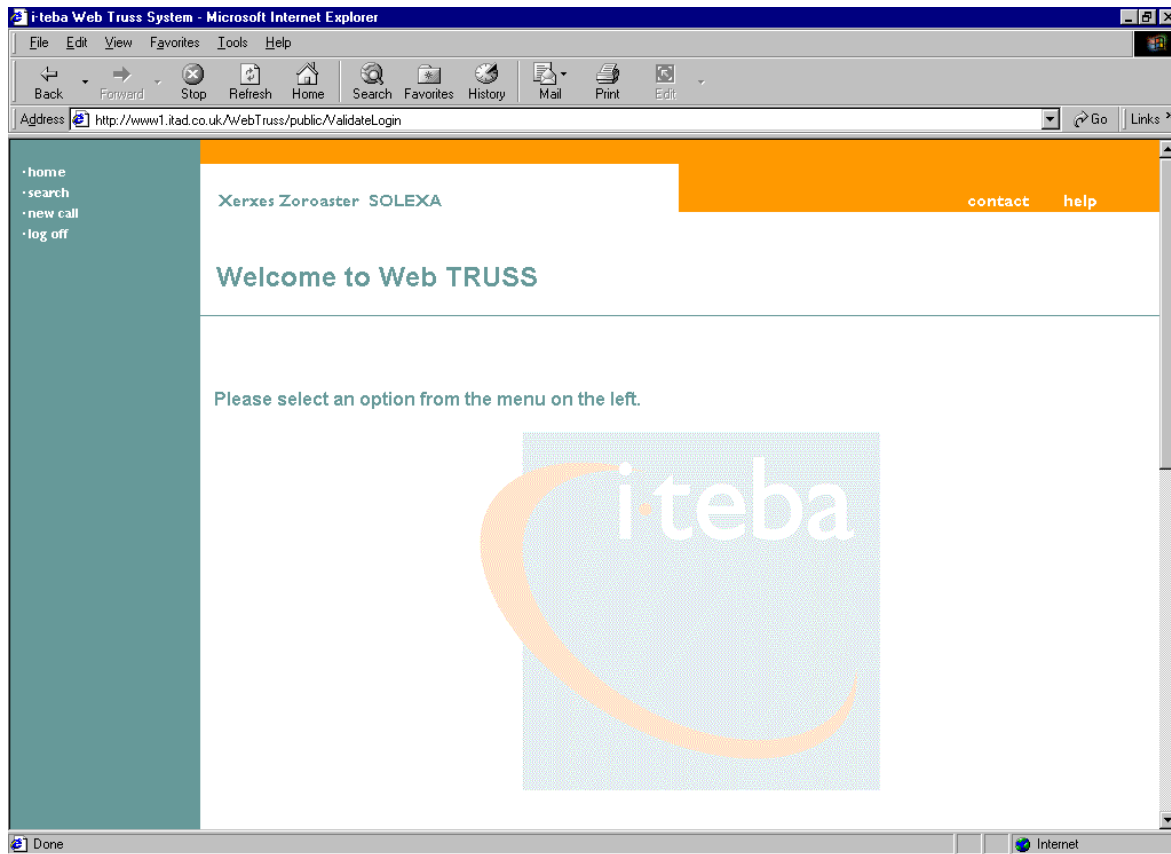
3 Log On

- (a) Access to WebTRUSS is via the main **iteba** web site, www.iteba.com.
- (b) From the menu bar on the left hand side, select 'Help Desk'.
- (c) Click through the confirmation screen and the login screen, as shown, below will be displayed.



- (d) Enter your Username, Password and Site Code. These details will have been provided by your Support Consultant. If you do not have these details, contact the **iteba** Help Desk on + 44 (0)20 7841 3300.
- (e) Click the Login button.
- (f) If all the details entered are correct and validated you will be taken to the WebTRUSS home page.

4 Home Page



(a) The Home Page menu offers the options listed below.

Menu Option	Function
Search	to search for calls which you have previously entered
New Call	to enter new call details
Log Off	to leave WebTRUSS

(b) Additional options are Contact and Help, which are shown on every page of WebTRUSS.

Menu Option	Function
Contact	to send an e-mail to the Help Desk at i-teba
Help	to open the Help Page. This is displayed in a separate browser window. The help displayed is relevant to the WebTRUSS page that is being used at that time.

5 To Request Help or Report a Fault

- (a) To request help or report a fault, you will need to have the following information available:
- the name of the system that you are using
 - details of what you were attempting to do
 - details of what happened
 - exact content of any error messages
 - severity of problem.
- (b) This information is used to 'log a new call'. This is done from the New Call page.

5.1 New Call Page

- (a) To log a new call, select New Call from the Home Page menu bar. This will display the New Call page (Add a New TRUSS Call page).

The screenshot shows a web browser window titled "i-teba Web Truss System - Microsoft Internet Explorer". The address bar shows "http://www1.itad.co.uk/~/WebTruss/public/ProjectDropdownNewCall". The page has a header with "Xerxes Zoroaster SOLEXA" and navigation links "contact" and "help". A sidebar on the left contains links: "search", "new call", and "log off". The main content area is titled "Add a new TRUSS call". The form contains the following fields and values:

Call Date:	22/10/01 10:45	Status:	REPORTED
Project:	SOLSUP	Site:	SOLEXA
Module:	GENERAL	User:	XYZ
Subject:	Entering support calls using Web Truss		
Detail:	This section should contain a full description of the problem you are having or the change you would like to see. In the case of a problem you should describe what sequence of events should be performed to recreate or demonstrate the problem, and also include the contents of any error messages that are displayed.		
Reply:			
Taken By:		Call Type:	SUPPORT
Assigned To:		Client Ref:	CALL1
Priority:	NORMAL	Release No:	

At the bottom of the form are "Save" and "Reset" buttons.

- (b) When the New Call page is displayed, the fields listed below will be populated automatically:
- Call Date
 - Status
 - Site
 - User

- (c) For some clients, e.g. SolPrint, the Project field will also be populated automatically.
- (d) You should not alter the information in these fields.
- (e) Enter information in the remaining fields, the following being mandatory:
 - Subject
 - Detail.

5.1.1 Field Definitions

(a) The table below defines the action and information required in each field on the New Call page.

Field	Action
Project*	Click on the drop down button to view a list of all projects active at your site. Select the appropriate project.
Module	Click on the drop down button to view a list of modules associated with the project chosen. If possible, select the module which refers to the specific section of the system that you would like modified.
Subject *	Enter a very brief description of your problem or request. This should normally contain the name of the screen or report concerned and the function that is being performed. This field is limited to 60 characters. You will see the contents of this field when browsing through a list of calls returned from a search request, so you should endeavour to provide sufficient information here to identify the problem or request it relates to.
Detail*	Enter a full description of the problem you are experiencing or the change that you would like to be made. In the case of a problem you should describe what sequence of events should be performed to recreate or demonstrate the problem, and also include details of any error messages that are displayed.
Reply	For i-teba use only.
Taken By	For i-teba use only.
Assigned To	For i-teba use only.
Call Type	Click on the drop down button and select the appropriate call type (definitions are shown below).
Priority	Click on the drop down button and select the appropriate priority (definitions are shown below).

* mandatory fields

5.1.1.1 Call Type Definitions

- (a) The 'Call Type' field is used to denote the nature of your problem or request.
- (b) The most commonly used values are shown in the table below.

Call Type Value	Used For
DATA FIX	A problem that you believe to be caused by incorrect or corrupted data. This type of problem will generally only be reproducible with specific data.
ENHANCEMENT	A request for a change to the system design that you are prepared to pay for.
FAULT	A problem that you believe is caused by the system software. This type of problem is generally reproducible with a variety of data.
SUPPORT	A general request for assistance. A problem that you believe is caused by some malfunctioning of your system unconnected with the software or data, e.g. the host server is down.
WISH LIST	A request for a change to the system design that you would like to see included in a future release, but which you would not be prepared to pay for specifically.

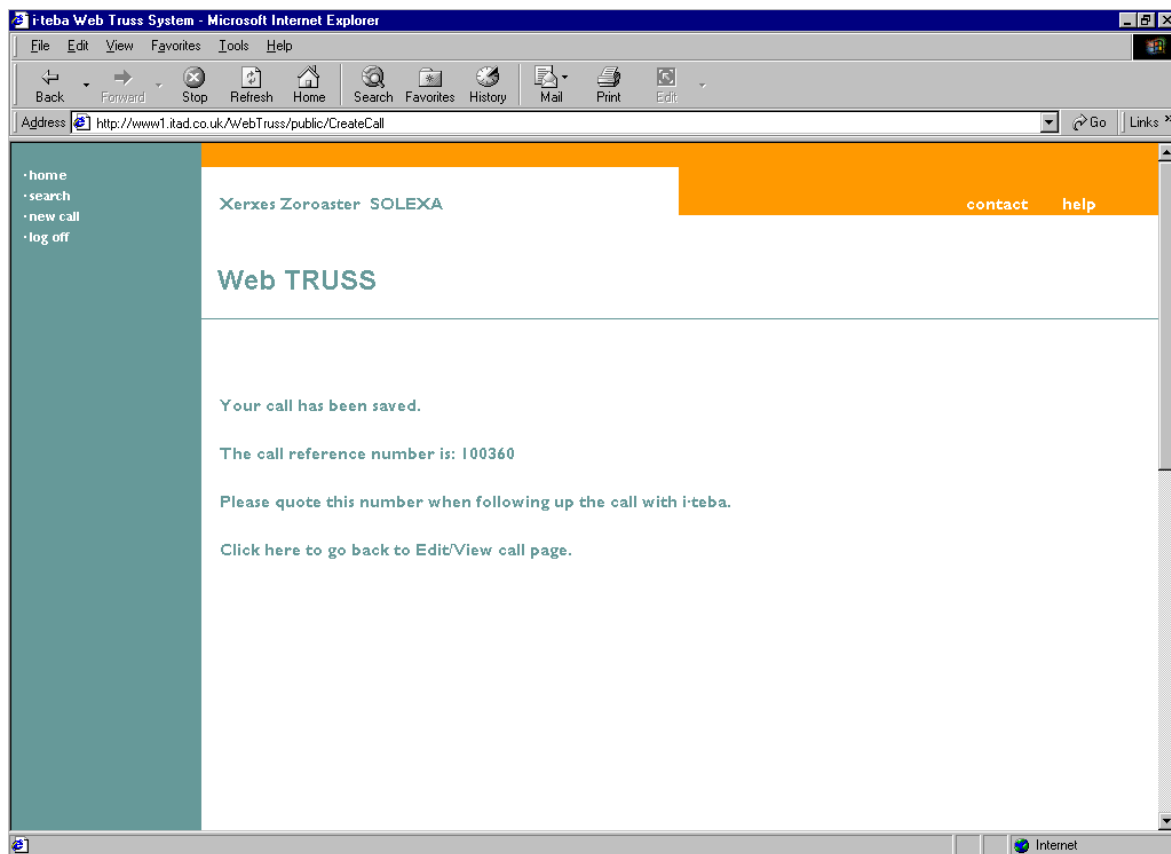
5.1.1.1 Priority Definitions

- (a) The Priority field should be used to denote the urgency of the problem or request. You should categorise the priority in relation to the response times specified in your support contract.
- (b) A general guide is given in the table below.

Priority (as defined in support contract)	Priority in WebTRUSS	Examples
1	HIGH	A problem that is preventing the system from being used.
2	NORMAL	A problem that degrades system performance but which can be worked around. A problem in an infrequently used area of the system. An enhancement that is required to make full use of the system or which is time critical.
3	LOW	A problem which has no material affect on the use of the system, such as a spelling mistake. An enhancement that would be beneficial but which is not time critical.

5.2 To Exit the New Call Page

- (a) In the case of error, you may clear the data entered and start again at any stage. To do this, select the Reset button.
- (b) To save the data entered, select the 'Save' button. This logs the information given as a call, which will then be actioned by i-teba staff.
- (c) Once the save is complete, a confirmation screen will be displayed, as shown below.



- (d) The confirmation screen will give a call reference number. Please note and use this reference number in all future communication.
- (e) To review and check the details of the call entered, select the Edit/View link at the bottom of this confirmation page.

6 To View Existing Calls

6.1 Search Criteria

- (a) To locate a call logged previously, select Search from the Home Page menu bar. This will display the Search for TRUSS Calls page, as shown below.
- (b) You may search for a call using any combination of criteria. The more criteria you enter the more accurate the search will be.
- (c) The Reset button allows you to clear any data entered in error and to start again.

6.1.1 Using the Call Reference Number

- (a) When you initially logged the call, you will have been given a call reference number. Using this reference provides the fastest and most accurate search.

(b) Enter the call reference that was assigned to the call in the Call Ref. field. This is the only information needed to locate that call.

6.1.2 Using Other Criteria

- If you have mislaid the Call Reference Number, you may use a combination of other criteria to locate your call.
- Select your Client Name from the dropdown list.
- Select the relevant Site from the dropdown list.
- Select the relevant project from the Project Ref. dropdown list.
- To restrict the search to calls submitted between two dates, use the Call Date From and Call Date To fields.
- Alternatively, you may search for a selection of calls associated with a project based on their status. Definitions for the Call Status labels used are given in the section below.

6.1.2.1 Call Status Definitions

Status	Definition
All	All calls associated with a specific project.
Cleared	The Project Manager has cleared the work associated with the call for release.
Fixed	The call has been worked on, the programmer has completed

	module and integration testing and is satisfied that the work is complete.
Tested	The work completed has been fully tested and the Project Manager is satisfied that the changes made work as they should.
Incomplete:	
Reported	A call has been received but has not yet been addressed.
Actioned	The call has been worked on but has not been completed.
3 rd Party	The call is awaiting the action of another party, normally an external supplier, e.g. hosting provider.
Stalled	The call is awaiting a response from the client.
New	All new calls.

6.1.3 To Submit Your Search

- (a) After entering your search criteria, click on the Search button to submit the search.
- (b) After the search has been submitted you will be taken automatically to the Browse Calls page, where a list of the calls matching your search criteria is displayed. This page is described in the next section.
- (c) If no calls match the criteria entered, a page informing you of this will be displayed. You should click on search in the menu to return to the Search page and perform a new search.

6.2 To View the List of Calls Selected

(a) The Browse TRUSS calls page displays the list of calls that match the search criteria entered and is shown below.

Records 1 to 10 of 13 matching records found, click on the relative heading to sort the calls.

Call Ref	Site	Project	Reported By	Subject	Call Date	Call Status	View/Edit
100361	SOLEXA	SOLSUP	XYZ	Invoices not printing	22/10/01 13:53	REPORTED	Edit
100360	SOLEXA	SOLSUP	XYZ	Entering support calls using Web Truss	22/10/01 12:12	REPORTED	Edit
25423	POLARPRINTGR	SOLSUP	DS	AR Tidy up new address entry	22/10/01 14:35	REPORTED	Edit
25421	BLACKMORE	SOLSUP	CB	DOS locations	22/10/01 14:27	REPORTED	Edit
25420	LITHOTECH	SOLSUP	DC	WIP report	22/10/01 14:24	REPORTED	Edit
25418	PHEONPRESS	SOLSUP	MW	upgrade	22/10/01 14:14	REPORTED	Edit
25411	LONDONBOROUGH	SOLSUP	BR	stock control amend to prevent over-issue	22/10/01 12:32	REPORTED	Edit
25410	SHELLINTERNA	SOLSUP	SC	DOS invoicing	22/10/01 12:14	FIXED	Edit
25408	VISAPRESS	SOLSUP	SH	crystal amends	22/10/01 11:45	REPORTED	Edit
25399	NICHOLSONBAS	SOLSUP	HM	Paid Amend for quote letter	22/10/01 09:56	STALLED	Edit

next and

(b) The list of selected calls may be sorted on the data in any of the columns by clicking on the heading of that column. For example, clicking on Call Ref sorts the list by the call reference.

(c) The list can be sorted in either ascending or descending order. Clicking on the column heading again alters the order of the list from ascending to descending or vice versa.

(d) Up to 10 calls can be displayed on a page. The buttons beneath the list can be used to view further calls from the list. These buttons are:

- Start
- Next
- Prev
- End.

The buttons that are displayed will depend upon the number of the calls in the list and your current position within it.

(e) To view the details of a specific call, click on the Go button in the View/Edit column on the right hand side of the table. This opens the Edit Call page.

6.3 To View Details of a Specific Call

(a) The Edit TRUSS Call page displays the details of a particular call. This is shown below.

The screenshot shows a web browser window titled "i-teba Web Truss System - Microsoft Internet Explorer". The address bar shows "http://www1.itad.co.uk/WebTruss/public/LoadCall". The page has a teal sidebar with links: "search", "new call", and "log off". The main content area is titled "Edit TRUSS call" and displays the following fields:

Call Ref:	<input type="text" value="100361"/>	Fixed Date:	<input type="text"/>
Call Date:	<input type="text" value="22/10/01 13:53"/>	Status:	<input type="text" value="REPORTED"/>
Project:	<input type="text" value="SOLSUP"/>	Site:	<input type="text" value="SOLEXA"/>
Module:	<input type="text" value="INVOICING"/>	User:	<input type="text" value="XYZ"/>
Subject:	<input type="text" value="Invoices not printing"/>		
Detail:	<input type="text" value="I can't get the invoices to print"/>		
Reply:	<input type="text"/>		
Taken By:	<input type="text"/>	Call Type:	<input type="text" value="FAULT"/>
Assigned To:	<input type="text"/>	Client Ref:	<input type="text" value="CALL 2"/>
Priority:	<input type="text" value="HIGH"/>	Release No:	<input type="text"/>

(b) The Detail field contains a details outline of the explicit problem, how it can be simulated etc., plus any other relevant details.

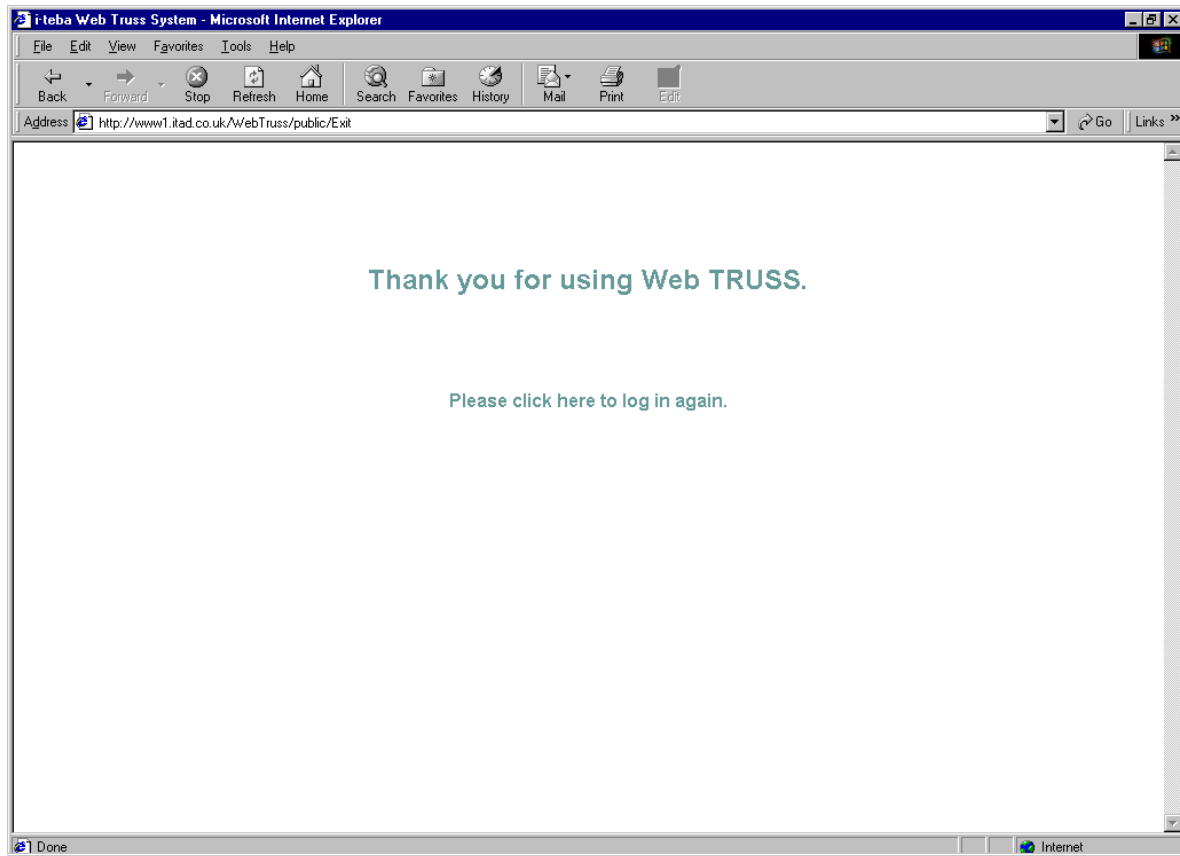
(c) The Reply field contains our response to the problem, with details of the actions taken to resolve the problem.

(d) Each call is assigned a Status and these are defined in the next section below.

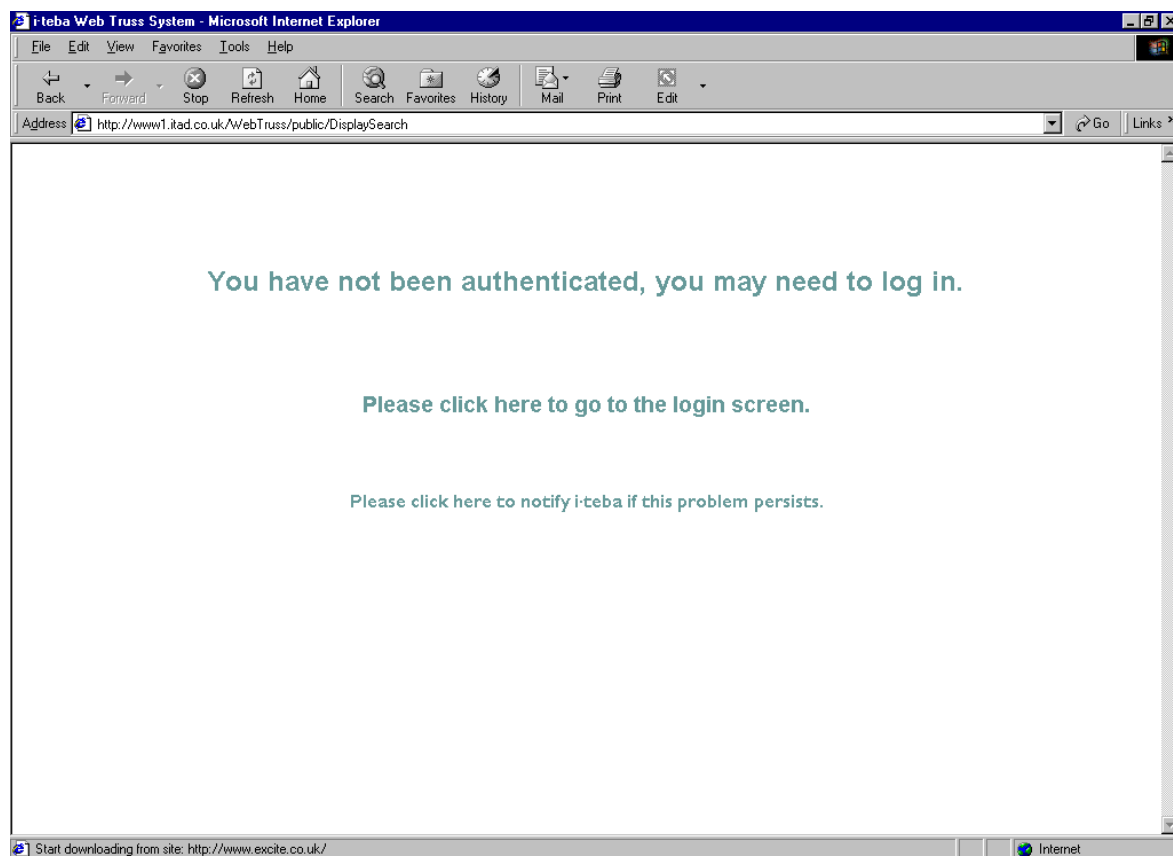
(e) Call details can only be updated by **i-teba** staff; any changes made to the text by non-**i-teba** staff cannot be saved.

7 Log Off

- (a) You can select Log Off from the menu at any time to log out of WebTRUSS.
- (b) If you have logged off successfully, the page below will be displayed.



- (c) If you have WebTRUSS running on your browser for a long time without using it, you will be automatically logged off. In this case you will see the following screen when you attempt to move to a new page within WebTRUSS.



(d) You should click the text 'Please click here to go to the login screen' to redisplay the login page.

8 SolPrint Users Only

8.1 Current Modules

(a) The following table lists the module names that can currently be selected when entering a new call.

Module Name	Module Description
ADMINISTRATOR	Administration Functions
BROKING	Broking Estimating
CONTINUOUS	Continuous Estimating
DESPATCH	Despatch
FASTRACK	Fasttrack Estimating
FINISHEDSTOCK	Finished Good Stock
GENERAL	General Problems
INVOICING	Invoicing
JOB COST	Job Costing
LABEL	Label Estimating
NOMINAL	Nominal Ledger
PAPERSTOCK	Paper & Raw Material Stock
PRODUCTION	Production
PROSPECT	Prospect Contact Management
PURCHASES	Purchase Ledger
PURCHASING	Purchasing
SALES	Sales Ledger
SCHEDULING	Scheduling
SHEETWEB	Sheet/Web Estimating
SHOPFLOOR	Shop Floor Data Collection
TIMEATTEND	Time & Attendance
UTILITIES	Utilities

(b) These names correspond to the menu choices on the main menu screen of the SolPrint system.